

Library Services

Introduction

Public libraries are active providers of information services, reference services, readers' advisory services, collections, and programs for people of all ages. These services are designed to meet the needs of the community that the public library serves. Plans for library services are developed as part of the library's planning process and are based on a knowledgeable assessment of the community. Services should provide the greatest satisfaction possible.

Standards

1. The library has written service plans that meet community needs and are developed by the board and staff with input from the community.
2. Library services are available to all individuals regardless of age.
3. Library hours are set to meet the community's needs and include morning, afternoon, and weekend hours each week.
4. The library has written lending policies that specify freedom of access, types of materials that are loaned, eligibility for library borrowing privileges, and requirements for users residing outside the library's legal service area.
5. The library has a written Acceptable Internet Use Policy.
6. The library provides services using information technology, whether print-based or electronic, most appropriate to



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the user's needs, regardless of the user's age.

7. The library participates in regional and statewide opportunities to share information and resources.
8. The library cooperates with other agencies and organizations when possible and when appropriate to the library's service plan.

Guidelines

- **Essential Guidelines**

The library . . .

- Has an online catalog of onsite materials either as a stand-alone system or as part of a shared system.
- Provides staff access to electronic databases and the Internet.
- Provides public access to electronic resources, including full-text resources, and the Internet, and assistance to patrons using these services.
- Meets median guidelines for service-related parameters for its planning profile.
- Makes interlibrary loan services available to all users.
- Provides reading, listening, and viewing guidance.
- Provides children's programming including story hours, class tours, summer library programs, and library instruction.

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- Provides instruction in use of library equipment and resources.
- Provides a delivery system to move items efficiently from one library to another, when multiple outlets exist.
- Provides library outreach services such as bookmobile, deposit collections, books-by-mail, and homebound services.

- **Aspiring Guidelines**

The library . . .

- Has an online catalog that indicates the holdings, location, and availability of materials in all the library's service outlets.
- Has an integrated library system with the capability to interface with other systems.
- Provides remote/Web access to the library's catalog.
- Exceeds median guidelines for the service-related parameters for its planning profile.
- Offers programs to targeted groups, such as toddlers, parents, young adults, and seniors, relevant to the service area's demographics.
- Prepares informational and promotional materials, such as program brochures and subject bibliographies.

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- **Excel Guidelines**

The library . . .

- Provides access to a catalog of regional holdings.
- Offers access to multiple electronic resources that meet both broadly focused and community-specific, narrowly focused information needs.
- Provides for downloading of information from online databases, both on-site and remote locations.
- Maintains an up-to-date Web page.
- Meets or exceeds the Top Quartile Median (TQM) for service-related parameters for its planning profile.
- Collaborates with other educational institutions on programs, such as support of distance learning.
- Maintains a learning laboratory.
- Provides interactive remote services such as meeting room and program registration, fee payment, etc.

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